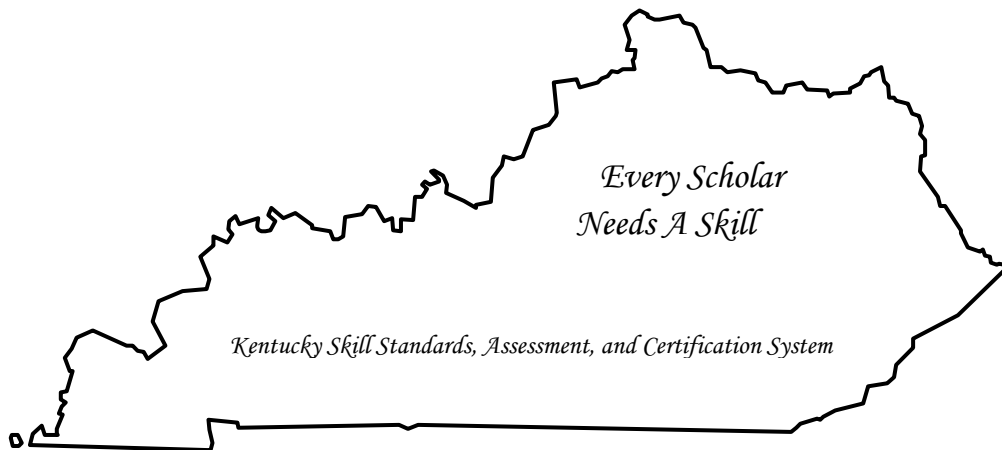


# *Kentucky Consumer Services Skill Standards*



Established by the Consumer Services Skill Standards Task Force

July 2000

## *ACKNOWLEDGEMENTS*

As Project Coordinator for the Consumer Services Skill Standards Project in Family and Consumer Sciences, I have been privileged to work with outstanding Business and Industry Representatives teachers from middle school and secondary family and consumer sciences programs across the state. This group has reviewed, endorsed, edited, rewritten, and revised documentation relating to this skill standards project.

The mission of the Consumer Services Skill Standards Task Force was to develop a “user-friendly” document that would serve as a tool for instruction for all family and consumer sciences teachers. Our hope is that schools/teachers will use this document as a framework for further curriculum development and alignment. Future plans for the Task Force will include regular reviews and updates to the document and development and review of skill standards assessment items.

A project of this significance relies heavily on the support and cooperation of many. The state effort could not have been accomplished without the persistence and guidance from Pamela Moore, State Skill Standards Project Director, and Mikala Rahn, national consultant for the effort. The National Association of State Administrators for Family and Consumer Sciences has also provided clear guidance and direction for the implementation of the National Standards for Family and Consumer Sciences Education. On behalf of the Kentucky Department of Education, Division of Career and Technical Education, I would like to acknowledge the support of the Consumer Services Skill Standards Task Force and the contribution they made to this project. The following persons served on this task force:

Dianne Reitano, Highlands High School  
Lora Werner, Anderson Co. High School  
Karen Cornett, Whitesburg High School  
Karen Grubb, Clay Co. Middle School  
Dr. Doris Sikora, Western KY University

The following business and industry representatives assisted with the development and/or review of the project and have endorsed the attached standards:

Dr. Sarah Henry, KY Association Family and Consumer Sciences  
Cherie Mingus, KY Association Family and Consumer Sciences

With Many Thanks,

Ginny Ellington, Family and Consumer Sciences Consultant  
Kentucky Department of Education  
Division of Career and Technical Education

## **INTRODUCTION**

### **Consumer Services Career Major**

In 1990, the Kentucky Education Reform Act (KERA) academic goals outlined what every student in Kentucky schools should know and be able to do. In 1998, Kentucky adopted the National Family and Consumer Sciences Skills Standards that answers the question: “What does a worker need to know and be able to do to contribute to the safe and effective delivery of family and consumer sciences and related occupations?” The standards inform current and future family and consumer sciences employers, employees and educators about what skills and knowledge workers need in order to succeed—in a job, a life- long career and in the dual role of family member/wage earner.

We live in an economic world. Goods and services come largely through the economic activities of producers. They make and sell goods and services to satisfy consumer needs and wants. Careers include those that help people with consumer decisions and problems. They offer opportunities to work with customers on problems related to the products and services sold by a particular company, with federal, state and local government departments and agencies in offering a variety of services, protection, and information related to consumer interests and needs in nutrition, sanitation, child development, health care, product safety, etc. Possible career choices may be consumer affairs director, financial adviser and governmental consumer adviser. The rate of growth in this area is projected at 29% through the year 2006.

#### **Preparation for Tomorrow's Workforce**

Carl D. Perkins Vocational and Technology Act of 1990 mandates broad vocational, rather than job-specific, training and an integration of academic and vocational content. The Act requires programs to provide students with a general understanding of “all aspects of an industry.” More recently, the first of the five Indicators of Performance in the new Perkins legislation addresses “student attainment of challenging state-established academic and vocational/technical skill proficiencies.”

Skill Standards are the performance specifications that identify the knowledge, skills and abilities, and individual needs to succeed in the workplace. Identifying the necessary skills is critical to preparing students for entry into employment. Skill standards provide a common vocabulary to enhance communication between:

- Employers and Job Seekers—to specify the knowledge, skills, aptitudes and attitudes required for recruitment, hiring, and retention in a company or within an industry.
- Employers and Schools or Job Training programs--to encourage the alignment of school curricula with industry requirements, to update educational objectives as workplace demands change, and to ensure a better return on public and private education and training investments.
- Employers or Job Seekers and Schools or Job Training Programs--to help employees and job seekers make decisions about their own education and training needs in a changing market place.

In the most successful workplaces, the only constant is change. Jobs that were previously simple now require high performance work processes and enhanced skills in order to compete globally. Skill standards reflect these changing workplace realities and are keys for helping applicants and employers enjoy greater career opportunities and achieve higher standards of living and economic security.

## Kentucky's Certification System

Skill standards are important today to educators, employers, and students who desire jobs after graduation from high school. The Division of Career and Technical Education, in conjunction with employers from the family and consumer sciences industry, are working together to develop a system to certify that students have attained the necessary skills for employment. The first step in developing this system was the development or adoption of skill standards that describe the necessary occupational, academic and employability skills needed to enter the industry. Mastery of these standards would signal to employers that the student is employable and ready to begin employment with the industry.

In order to insure that students in fact attained the necessary skills described in the standards document, students take an assessment based on the standards. The assessment system includes two components:

Multiple-choice questions specifically testing the mastery of the Skill Standards; and

Problem-based scenario to test the students problem solving and decision-making skills related to their occupational standards.

Students that pass each of the components at a specified percentage level; will receive an industry-recognized certificate to provide to employers communicating their mastery of the standards.

## Program Sequence for Family and Consumer Sciences Skill Standards

Students should complete a coherent sequence of courses from the secondary Family and Consumer Sciences curriculum. The sequences are developed by Career Major and include Family and Consumer Sciences Education, Family Services, Child Care, Food Service, Hospitality Services, Housing and Interiors, Textiles and Apparel, and Consumer Services. Courses under each major must also be in the Kentucky Program of Studies.

Three credits are required from the following recommended courses for a student to take the Consumer Services assessment:

Life Skills

Career and Family

Foods

Consumer Education

Housing Environments

Textile Services or Apparel Management

## Course Descriptions

**Life Skills** – is a comprehensive course providing an opportunity for acquiring basic life skills and allows students to select specific areas for concentrated study. Emphasis is on work and family, adolescent development, selection and care of clothing, consumer spending, housing choices, challenges of child rearing and guidance in establishing relationships. This is the foundation course for all career majors.

**Career and Family** – is designed to help students realize the level of commitment required to manage career and family. It assists students in developing the skills needed to resolve family and work issues. The extent to which a career impacts family goals, meets financial goals and reflects personal values is explored.

**Apparel Management** – emphasizes the responsibility of individuals in coordinating, selecting and caring for apparel. Practical problems addressed relate to apparel choices, wardrobe planning, budgeting and purchasing, and alterations and repair. Careers in textiles and apparel are investigated.

**Consumer Economics** – is designed to assist students in managing limited resources in order to acquire and maintain wants and needs. Practical problems addressed include the role of the consumer, career opportunities in consumerism; financial management; savings and investments; wills and estate planning; use of credit, insurance, health and medical care, and consumer advocacy.

**Foods** – is designed to assist students in making critical decisions about food which contribute to health and well-being. Laboratory instruction is included as an application process. Practical problems addressed relate to attitudes toward food, nutrition facts, special health concerns and diets, management of food resources, preparation skills, and careers in nutrition and food service.

**Housing Environments** – enables students to study the practical problems related to acquiring housing, conserving energy, maintaining a home, equipping and furnishing a home, designing/redesigning areas in a home and exploring careers in housing.

**Textile Services** – provides opportunities in the construction of apparel and customized furnishings and accessories. Basic construction techniques applicable to apparel and furnishings are utilized. Entrepreneurial opportunities are explored. Application of skills occurs in a variety of work sites.

Leadership development and employability skills are supplemented in all of these courses through the career and technical student organization, **Family, Career and Community Leaders of America**, through various projects and activities.

This document identifies the skill standards developed to be assessed in the certification process. Current curriculum in Family and Consumer Sciences offered in your school should be aligned to these standards. A crosswalk shows the relationship between the family and consumer sciences skill standards, academic expectations, and the SCANS (Secretary's Commission on Achieving Necessary Skills). SCANS was developed by the U.S. Department of Labor in 1991 with employers from all over the nation. They describe the necessary foundation skills and competencies necessary to succeed in the workplace.

For more information about the skill standards, crosswalks or certification system for Family and Consumer Sciences, please contact:

Ginny Ellington  
Program Consultant  
Kentucky Department of Education  
Division of Career and Technical Education  
500 Mero Street  
(502) 564-3775  
gellingt@kde.state.ky.us

# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
	OCCUPATIONAL STANDARDS				
2.0	Evaluate management practices related to the human, economic, and environmental resources.				
2.1	Demonstrate management of individual and family resources, including food, clothing, shelter, health care, recreation, and transportation.				
2.1.1	Apply management and planning skills and processes to organize tasks and responsibilities.	1.10 2.8	Classifying Mathematical Procedures	C12 F8 F13	Exercise Leadership Decision Making Responsibility
2.1.2	Examine how individuals and families make choices to satisfy needs and wants.	1.2 1.3 1.4 3.2 3.4 3.6 5.1	Reading Observing Listening Healthy Lifestyle Resourceful and Creative Make Decisions Based on Ethical Values Critical Thinking	C5	Acquires and Evaluates Information
2.1.3	Implement decisions about providing safe and nutritious food for individuals and families.	2.30 5.4 1.16 2.29 2.31 3.2 3.4 4.4 5.1 5.2 5.5	Consumerism Decision Making Using Electronic Technology Family Life and Parenting Physical Wellness Healthy Lifestyle Resourceful and Creative Rights and Responsibilities Critical Thinking Creative Thinking Problem Solving	F8	Decision Making
2.1.4	Implement decisions about purchasing, creating, and maintaining clothing.	1.13 5.4 2.8 2.16 3.4 5.2	Visual Arts Decision Making Mathematical Procedures Structure and Function of Social System Resourceful and Creative Creative Thinking	C5 F8	Acquires and Evaluates Information Decision Making
2.1.5	Implement decisions about housing and furnishings.	5.4 1.16 2.9 2.10 2.16 2.29 5.1	Decision Making Using Electronic Technology Space and Dimensionality Measurement Structure and Function of Social System Family Life and Parenting Critical Thinking	C5 F8	Acquires and Evaluates Information Decision Making
2.1.6	Examine information about procuring and maintaining	1.1	Accessing Sources of Information	C5	Acquires and Evaluates Information

# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
	health care to meet the needs of individuals and family members.	1.2 2.30 2.1 2.29 2.31 2.33 5.1	Reading Consumerism Nature of Science Activity Family Life and Parenting Physical Wellness Community Health System Critical Thinking	F1 F5 F9	Reading Listening Problem Solving
2.1.7	Implement decisions about recreational needs.	2.30 2.32 5.4 2.1 2.8 2.29 2.31 2.35 3.2	Consumerism Mental and Emotional Wellness Decision Making Nature of Science Activity Mathematical Procedures Family Life and Parenting Physical Wellness Lifetime Physical Activities Healthy Lifestyle	F8	Decision Making
2.1.8	Apply consumer skills to acquire and maintain transportation that meets the needs of individuals and family members.	2.30 2.1 2.8 2.33 5.1	Consumerism Nature of Science Activity Mathematical Procedures Community Health System Critical Thinking	C11	Serves Clients/Customers
<b>2.2</b>	<b>Analyze the relationship of the environment to family and consumer resources.</b>				
2.2.1	Determine individual and family responsibility in relation to the environmental trends and issues.	2.1 2.6 2.19 5.1	Nature of Science Activity Change Over Time Relationship of Geography to Human Activity Critical Thinking	C5	Acquires and Evaluates Information
2.2.2	Examine environmental trends and issues affecting families and future generations.	1.1 1.2 1.3 1.4 2.16 2.30 2.19 4.5 5.1	Accessing Sources of Information Reading Observing Listening Structure and Function of Social System Consumerism Relationship of Geography to Human Activity Multicultural Sensitivity Critical Thinking	C5	Acquires and Evaluates information

# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS
2.2.3	Examine behaviors that conserve, reuse, and recycle resources to maintain the environment.	1.1 1.2 1.3 1.4 2.1 2.3 2.6 5.1	Accessing Sources of Information Reading Observing Listening Nature of Science Activity Systems and Interactions Change Over Time Critical Thinking	C5 Acquires and Evaluates information
2.2.4	Investigate government regulations for conserving natural resources.	1.1 1.2 2.1 2.14 2.15 5.3	Accessing Sources of Information Reading Nature of Science Activity Democratic Principle Structure and Function of Political System Conceptualizing	C5 F1 Acquires and Evaluates Information Reading
<b>2.3</b>	<b>Analyze policies that support consumer rights and responsibilities.</b>			
2.3.1	Examine state and federal policies and laws providing consumer protection.	1.1 1.2 2.14 2.15 5.1	Accessing Sources of Information Reading Democratic Principle Structure and Function of Political System Critical Thinking	C5 F1 Acquires and Evaluates Information Reading
2.3.2	Investigate how policies become laws related to consumer rights.	1.1 1.2 2.14 2.15 5.1	Accessing Sources of Information Reading Democratic Principle Structure and Function of Political System Critical Thinking	C5 F1 Acquires and Evaluates Information Reading
2.3.3	Examine skills used in seeking information related to consumer rights.	2.31 1.2 5.1	Physical Wellness Reading Critical Thinking	C5 Acquires and Evaluates Information
<b>2.4</b>	<b>Evaluate the impact of technology on individual and family resources.</b>			
2.4.1	Review types of technology that impact family and consumer decision-making.	1.1 1.2 1.3 1.4 2.20 1.16	Accessing Sources of Information Reading Observing Listening Historical Perspective Using Electronic Technology	C5 Acquires and Evaluates Information
2.4.2	Examine how media and technological advances impact family and consumer decisions.	1.1 1.2 1.3	Accessing Sources of Information Reading Observing	C5 Acquires and Evaluates Information



# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
		1.4 2.20 5.1	Listening Historical Perspective Critical Thinking		
2.4.3	Assess the use of technology and its impact on quality life.	1.1 1.2 1.3 1.4	Accessing Sources of Information Reading Observing Listening	C5	Acquires and Evaluates Information
<b>2.5</b>	<b>Analyze interrelationships between the economic system and consumer actions.</b>				
2.5.1	Examine the use of resources in making choices that satisfy needs and wants of individuals and families.	2.30 2.1 5.1	Consumerism Nature of Science Activity Critical Thinking	C5	Acquires and Evaluates Information
2.5.2	Examine individual and family roles in the economic system.	2.18 5.1	Structure and Function of Economic System Critical Thinking	C5	Acquires and Evaluates Information
2.5.3	Examine economic impacts of laws and regulations that pertain to consumers and providers of services.	5.1	Critical Thinking	C5	Acquires and Evaluates Information
2.5.4	Determine practices that allow families to maintain economic self-sufficiency.	2.15 2.18 5.1	Structure and Function of Political System Structure and Function of Economic System Critical Thinking	C5 F8 F9	Acquires and Evaluates Information Decision Making Problem Solving
<b>2.6</b>	<b>Demonstrate management of financial resources to meet the goals of individuals and families across the life span.</b>				
2.6.1	Examine the need for personal and family financial planning.	1.1 1.2 1.3 1.4 5.5	Accessing Sources of Information Reading Observing Listening Problem Solving	C5	Acquires and Evaluates Information
2.6.2	Apply management principles to individual and family financial practices.	1.2	Reading	C12 F13	Exercise Leadership Responsibility
2.6.3	Apply management principles to decisions about individual and family insurance.	1.1 5.4 6.1	Accessing Sources of Information Decision Making Applying Multiple Perspectives	C12 F13	Exercise Leadership Responsibility
2.6.4	Obtain personal and legal documents related to managing individual and family finances.	1.1 5.4 2.30	Accessing Sources of Information Decision Making Consumerism	C6	Organizes and Maintains Information
<b>3.0</b>	<b>Integrate knowledge, skills, and practices required for careers in consumer services.</b>				
<b>3.1</b>	<b>Analyze career paths within consumer service industries.</b>				
3.1.1	Determine roles and functions of individuals engaged in consumer service careers.	2.37 2.36	Employability Skills Career Path	C5	Acquires and Evaluates Information
3.1.2	Explore opportunities for employment and entrepreneurial	2.37	Employability Skills	C5	Acquires and Evaluates Information

# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
	endeavors.	5.4 6.1 1.2 1.1 2.18	Decision Making Applying Multiple Perspective Reading Accessing Sources of Information Structure and Function of Economic System	C7 F1 F7	Interprets and Communicates Information Reading Creative Writing
3.1.3	Examine education and training requirements and opportunities for career paths in consumer services.	2.37 1.16 1.2 1.1 5.1	Employability Skills Using Electronic Technology Reading Accessing Sources of Information Critical Thinking	C5 F1	Acquires and Evaluates Information Reading
3.1.4	Examine the impact of the consumer service industry on local, state, national, and global economics.	2.18 1.2 1.5 5.1	Structure and Function of Economic System Reading Quantifying Critical Thinking	C5	Acquires and Evaluates Information
<b>3.2</b>	<b>Analyze factors that impact consumer advocacy.</b>				
3.2.1	Examine the role of advocacy groups at state and national levels.	1.1 1.2 1.3 1.4 4.4	Accessing Sources of Information Reading Observing Listening Rights and Responsibilities	C5	Acquires and Evaluates Information
3.2.2	Determine the contributions of policy makers to consumer advocacy.	1.1 1.2 1.3 1.4 2.2	Accessing Sources of Information Reading Observing Listening Patterns	C6	Organizes and Maintains Information
3.2.3	Explore strategies that enable consumers to become advocates.	1.2 1.5 1.16 4.4 5.2	Reading Quantifying Using Electronic Technology Rights and Responsibilities Creative Thinking	C5 F7 F9	Acquires and Evaluates Information Creative Thinking Problem Solving
3.2.4	Examine the effects of consumer protection laws on advocacy.	1.1 1.2 1.3 1.4 2.33 4.4 5.1 6.2	Accessing Sources of Information Reading Observing Listening Community Health System Rights and Responsibilities Critical Thinking Developing New Knowledge	C5 F1	Acquires and Evaluates Information Reading
3.2.5	Determine strategies to reduce the risk of consumer fraud.	1.2 3.4 4.4 5.5	Reading Resourceful and Creative Rights and Responsibilities Problem Solving	C7 F1	Interprets and Communicates Information Reading

# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
3.2.6	Examine the role of media in consumer advocacy.	1.3 1.4 3.4 5.1 5.5	Observing Listening Resourceful and Creative Critical Thinking Problem Solving	C5	Acquires and Evaluates Information
3.2.7	Explore the use of educational and promotional materials in consumer advocacy.	1.1 1.2 5.1 6.2 6.3	Accessing Sources of Information Reading Critical Thinking Developing New Knowledge Expanding Existing Knowledge	C5 F1 F7	Acquires and Evaluates Information Creative Thinking Creative Thinking
<b>3.3</b>	<b>Analyze factors in developing a long-term financial management plan.</b>				
3.3.1	Explain the impact of the economic system on personal income, individual and family security and consumer decisions.	1.11 1.12 1.5 2.7 2.18	Writing Speaking Quantifying Number Structure and Function of Economic System	C7 C11 F2 F4 F6	Interprets and Communicates Information Serves Clients/Customers Writing Mathematics Speaking
3.3.2	Examine components of a financial planning process that reflects the distinction between needs and wants, values, goals, and economic resources.	1.2 1.3 2.18 5.1 5.4	Reading Observing Structure and Function of Economic System Critical Thinking Decision Making	C5 C7 C11 F4	Acquires and Evaluates Information Interprets and Communicates Information Serves Clients/Customers Mathematics
3.3.3	Determine the impact of consumers' credit in long-term financial planning.	2.7 3.4 5.1	Number Resourceful and Creative Critical Thinking	C5 C11 F4	Acquires and Evaluates Information Serves Clients/Customers Mathematics
3.3.4	Examine investment and savings alternatives.	1.2 2.7 1.1 5.1	Reading Number Accessing Sources of Information Critical Thinking	C5 C11 F4 F9	Acquires and Evaluates Information Serves Clients/Customers Mathematics Problem Solving
3.3.5	Determine the effects of risk management strategies on long-term financial planning.	1.2 2.7 2.31 2.18 5.1	Reading Number Physical Wellness Structure and Function of Economic System Critical thinking	C5 C11 F4	Acquires and Evaluates Information Serves Clients/Customers Mathematics
3.3.6	Consider the impact of key life transitions on financial planning.	1.2 2.16 5.5 2.18 1.5 5.1	Reading Structure and Function of Social System Problem Solving Structure and Function of Economic System Quantifying Critical Thinking	C5 C6 C11 F4 F9	Acquires and Evaluates Information Organizes and Maintains Information Serves Clients/Customers Mathematics Problem Solving
3.3.7	Explain the role of estate planning in long-term financial planning.	1.11 1.12 2.30	Writing Speaking Consumerism	C7 F2 F6	Interprets and Communicates Information Writing Speaking

# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
		2.18 2.7	Structure and Function of Economic System Number		
<b>3.4</b>	<b>Analyze resource consumption for conservation and waste management practices.</b>				
3.4.1	Investigate sources and types of residential and commercial energy, waste disposal, and pollution issues.	1.2 1.3 2.2 5.1	Reading Observing Patterns Critical Thinking	C5	Acquires and Evaluates Information
3.4.2	Investigate consumer programs and services provided by government, public utilities, resource recovery business, and environmental organization.	2.15 2.30 5.1	Structure and Function of Political System Consumerism Critical Thinking	C5 F1 F2	Acquires and Evaluates Information Reading Writing
3.4.3	Explore strategies and practices to conserve energy and reduce waste.	1.1 1.2 2.2 5.1	Accessing Sources of Information Reading Patterns Critical Thinking	C5 F2	Acquires and Evaluates Information Writing
3.4.4	Examine waste management issues.	1.2 1.3 2.3 2.33 5.1	Reading Observing Systems and Interactions Community Health Systems Critical Thinking	C5 F2	Acquires and Evaluates Information Writing
3.4.5	Examine roles of government, industry, and family in energy consumption.	2.1 2.15 2.16 2.33 5.1	Nature of Science Activity Structure and Function of Political System Structure and Function of Social System Community Health System Critical Thinking	C5 F2	Acquires and Evaluates Information Writing
<b>3.5</b>	<b>Demonstrate skills needed for product development, testing, and presentation.</b>				
3.5.1	Conduct market research to determine consumer trends and product development needs.	1.1 1.2 1.3 1.4 1.12 1.5 5.1	Accessing Sources of Information Reading Observing Listening Speaking Quantifying Critical Thinking	C5 C11 F2 F7	Acquires and Evaluates Information Serves Clients/Customers Writing Creative Thinking
3.5.2	Design or analyze a consumer product.	2.9 1.11 1.13 5.5 3.4 5.1	Space and Dimensionality Writing Visual Arts Problem Solving Resourceful and Creative Critical Thinking	C5 F7	Acquires and Evaluates Information Creative Thinking
3.5.3	Examine features, prices, product information, styles, and performance of consumer goods for potential trade-offs among the components.	1.1 1.2 1.3	Accessing Sources of Information Reading Observing	C5 C11 F9	Acquires and Evaluates Information Serves Clients/Customers Problem Solving

# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
		1.4 2.7 5.1	Listening Number Critical Thinking		
3.5.4	Perform a test on a product utilizing valid and reliable testing procedures.	5.4 1.3 2.1 3.4	Decision Making Observing Nature of Science Activity Resourceful and Creative	F12	Reasoning
3.5.5	Apply statistical analysis processes to interpret, summarize, and report data from tests.	2.13 1.2 1.3	Data Reading Observing	F3 F4 F9	Arithmetic Mathematics Problem Solving
3.5.6	Examine the labeling, packaging, and support materials of consumer goods.	1.2 2.30 5.1	Reading Consumerism Critical Thinking	C5 F1	Acquires and Evaluates Information Reading
3.5.7	Demonstrate a product or educate an audience.	1.12 2.29 3.4	Speaking Consumerism Resourceful and Creative	C7 C10 F6	Interprets and Communicates Information Teaches Others Speaking
3.5.8	Utilize appropriate sales techniques to compare, demonstrate, assist, and advise consumers in the selection of goods and services that meet consumer needs.	1.12 2.30 3.4	Speaking Consumerism Resourceful and Creative	C10 F6	Teaches Others Speaking
	<b>EMPLOYABILITY STANDARDS</b>				
	<b>Exhibit Workplace Skills</b>				
A001	Demonstrate consistently punctual arrival.	3.5	Self-Control and Self-Discipline	F13 F16 F17	Responsibility Self-Management Integrity/ Honesty
A002	Document regular attendance.	3.5	Self-Control and Self-Discipline	C6 F13 F16 F17	Organize and Maintains Information Responsibility Self-Management Integrity/ Honesty
A003	Demonstrate enthusiasm and confidence about work and learning new tasks.	2.36 2.37 3.5 3.7	Employability Skills Cultural Diversity Self-Control and Self-Discipline Learn On One's Own	C9 C12 F5 F6 F11 F15 F16	Participates Exercises Leadership Listening Speaking Know How to Learn Social Self-Management
A004	Demonstrate appropriate dress and hygiene for successful employment.	2.29 2.32 2.37 3.5	Consumerism Mental and Emotional Wellness Employability Skills Self-Control and Self-Discipline	C6 F1 F5 F16	Organize and Maintains Information Reading Listening Self-Management
A005	Demonstrate the ability to act in a polite and respectful way towards co-workers.	2.37 2.26 3.5	Employability Skills Diversity Self-Control and Self-Discipline	F5 F6	Listening Speaking

# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
		4.1 4.3	Interpersonal Skills Consistent, Responsive, Caring Behavior		
A006	Demonstrate the ability to complete tasks on time and accurately.	2.37 2.26 2.38 3.5 4.3	Employability Skills Diversity Resumes, Interviews and Advancement Self-Control and Self- Discipline Consistent, Responsive, Caring Behavior	C6 C9 C11 C16 F13 F16 F17	Organize and Maintains Information Participates Serves Clients/Customers Monitors and Corrects Performance Responsibility Self-Management Integrity/ Honesty
A007	Demonstrate the ability to make career decisions.	2.36 2.37 2.38 5.1	Employability Skills Cultural Diversity Resumes, Interviews and Advancement Critical Thinking	C5 F8 F11 F13 F14	Acquires and Evaluates Information Decision Making Know How to Learn Responsibility Self-Esteem
A008	Prepare a resume and letter of application or interest.	2.38 1.11	Resumes, Interviews and Advancement Writing	C8 C19 F1 F2 F11	Uses Computers to Process Information Applies Technology to a Task Reading Writing Know How to Learn
A009	Fill out an application for employment.	2.38 1.11	Resumes, Interviews and Advancement Writing	C7 C19 F1 F2	Interprets and Communicates Information Applies Technology to a Task Reading Writing
A010	Participate in an employment interview.	2.38	Resumes, Interviews and Advancement	C7 C14 F5 F6 F12 F15 F16 F17	Interprets and Communicates Information Works with Cultural Diversity Listening Speaking Reasoning Social Self-Management Integrity/ Honesty
A011	Follow directions and procedures.	1.2 1.3 1.4 2.26	Reading Observing Listening Diversity	C6 F12 F13	Organize and Maintains Information Reasoning Responsibility
A012	Accept constructive criticism.	2.26 4.1 4.4 4.6	Diversity Interpersonal Skills Rights and responsibilities Open mind to alternative perspectives	C6 C7 C9 C12 C16 F5 F6 F11	Organize and Maintains Information Interprets and Communicates Information Participates Exercises Leadership Monitors and Corrects Performance Listening Speaking Know How to Learn

# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
				F13 F14 F16	Responsibility Self-Esteem Self-Management
A013	Work with minimal supervision.	2.26 3.3 3.4 3.5 3.7 4.4 5.4 6.1	Diversity Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Learn On One's Own Rights and responsibilities Decision Making Applying Multiple Perspectives	C6 C7 C8 C9 C12 C16 C18 C19 F1 F2 F3 F4 F5 F7 F8 F9 F11 F12 F13 F16 F17	Organize and Maintains Information Interprets and Communicates Information Uses Computers to Process Information Participates Exercises Leadership Monitors and Corrects Performance Selects Technology Applies Technology to a Task Reading Writing Arithmetic Mathematics Listening Creative Thinking Decision Making Problem Solving Know How to Learn Reasoning Responsibility Self-Management Integrity/ Honesty
	<b>Understand Workforce Issues.</b>				
B001	Recognize the difference between a team environment workplace and a conventional workplace.	1.2 1.3 1.4 4.1 4.2 4.5	Reading Observing Listening Interpersonal Skills Productive Team Skills Multicultural Sensitivity	C7 C9 C15	Interprets and Communicates Information Participates Understands Systems
B002	Identify the characteristics of a diverse workforce.	2.26 2.27 4.5 4.6	Diversity Language Multicultural Sensitivity Open mind to alternative perspectives	C7 C9 C14 F13 F15 F16 F17	Interprets and Communicates Information Participates Works with Cultural Diversity Responsibility Social Self-Management Integrity/ Honesty
B003	Identify good ethical characteristics and behaviors.	2.29 2.32 3.6	Consumerism Community Health System Ethical Values	C7 C9 F13	Interprets and Communicates Information Participates Responsibility

# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
				F15 F16 F17	Social Self-Management Integrity/ Honesty
B004	Differentiate between good and poor business ethics.	3.6 5.1	Ethical Values Critical Thinking	C5 C6 C7 F17	Acquires and Evaluates Information Organize and Maintains Information Interprets and Communicates Information Integrity/ Honesty
B005	Match employee responsibilities to employer expectations.	3.3 4.1 4.4	Adaptable and Flexible Interpersonal Skills Rights and responsibilities	C6 C7 C11 C16 F13 F17	Organize and Maintains Information Interprets and Communicates Information Serves Clients/Customers Monitors and Corrects Performance Responsibility Integrity/ Honesty
B006	Define discrimination, harassment and equity.	2.16 2.26 2.30 2.32 2.33 2.37 3.6	Structure and Function of Social System Cultural Diversity Consumerism Mental and Emotional Wellness Community Health System Employability Skills Ethical Values	C6 C7 C14 F5 F6 F11 F12 F16 F17	Organize and Maintains Information Interprets and Communicates Information Works with Cultural Diversity Listening Speaking Know How to Learn Reasoning Self-Management Integrity/ Honesty
B007	Demonstrate non-discriminatory behavior.	3.5 4.3	Self-Control and Self-Discipline Consistent, Responsive, Caring Behavior	C7 F1 F5 F6 F13 F15 F16 F17	Interprets and Communicates Information Reading Listening Speaking Responsibility Social Self-Management Integrity/ Honesty
B008	Maintain confidentiality and sensitivity of company information.	3.6 3.5	Ethical Values Self-Control and Self-Discipline	C6 C7 F13 F16 F17	Organize and Maintains Information Interprets and Communicates Information Responsibility Self-Management Integrity/ Honesty
	<b>Perform Business Planning and Operations Procedures</b>				
C001	Plan and manage work schedules.	1.10 1.11 5.1	Classifying Writing Critical Thinking	C4 C5 C6 C12 F8 F12	Allocates Human Resources Acquires and Evaluates Information Organize and Maintains Information Exercises Leadership Decision Making Reasoning



# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
				F13	Responsibility
C002	Maintain receipts and disbursements records.	1.10 1.11	Classifying Writing	C6 F17	Organize and Maintains Information Integrity/Honesty
C003	Maintain inventory records.	1.16	Using Electronic Technology	C6 C19	Organize and Maintains Information Applies technology to a Task
C004	Maintain computer records.	1.2 1.3 1.4 4.1 5.4 6.1	Reading Observing Listening Interpersonal Skills Decision Making Applying Multiple Perspectives	C5 C6	Acquires and Evaluates Information Organize and Maintains Information
C005	Identify possible actions that may lead to customer dissatisfaction.	1.2 1.3 1.4 4.1 5.1 6.2	Reading Observing Listening Interpersonal Skills Critical Thinking Developing New Knowledge	C7 C11 F5 F6 F7 F9 F13 F15 F16	Interprets and Communicates Information Serves Clients/Customers Listening Speaking Creative Thinking Problem Solving Responsibility Social Self-Management
C006	Identify the ways that the level of customer satisfaction may affect company success.	1.11 1.12 5.1	Writing Speaking Critical Thinking	C7 C11 F7	Interprets and Communicates Information Serves Clients/Customers Creative Thinking
C007	Explain the importance of a business reputation.	1.2 1.3 1.4 1.11 1.12 4.1	Reading Observing Listening Writing Speaking Interpersonal Skills	C7 C11	Interprets and Communicates Information Serves Clients/Customers
C008	Identify possible actions that may be used to correct customer dissatisfaction.	1.2 1.3 1.4 1.11 1.12 4.1 5.1	Reading Observing Listening Writing Speaking Interpersonal Skills Critical Thinking	C5 C7 C11	Acquires and evaluates Information Interprets and Communicates Information Serves Clients/Customers
C009	Explain the effect of quality on profit.	1.2 1.3 1.4 1.11 1.12 2.18	Reading Observing Listening Writing Speaking Structure and Function of Economic System	C7 F2 F6	Interprets and Communicates Information Writing Speaking

# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
C010	Identify the effects of continuous quality improvement.	1.2 1.3 1.4 1.11 1.12 5.1	Reading Observing Listening Writing Speaking Critical Thinking	C7 C15 F2 F6 F9	Interprets and Communicates Information Understands Systems Writing Speaking Problem Solving
	<b>Demonstrate Effective Communication and Teamwork Skills.</b>				
D001	Organize materials with a logical flow.	1.2 1.10 5.1	Reading Classifying Critical Thinking	C6 F12	Organize and Maintains Information Reasoning
D002	Interpret and clarify directions prepared by others.	1.2 1.3 1.4 5.1	Reading Observing Listening Critical Thinking	C7 F1 F5 F12 F15 F16	Interprets and Communicates Information Reading Listening Reasoning Social Self-Management
D003	Communicate with customers.	1.12 4.1	Speaking Interpersonal Skills	C7 C11 F5 F6 F9	Interprets and Communicates Information Serves Clients/Customers Listening Speaking Problem Solving
D004	Understand team concepts.	4.2	Productive Team Skills	C7 C9 F9	Interprets and Communicates Information Participates Problem Solving
D005	Write steps of an occupational process using sentences and statements as appropriate.	1.11	Writing	C7 F2 F12	Interprets and Communicates Information Writing Reasoning
D006	Select appropriate communication methods.	1.11 1.12	Writing Speaking	C3 C6 C13 C16 C18 F1 F5 F9	Allocates Materials and Facility Resources Organize and Maintains Information Negotiates to Arrive at a Decision Monitors and Corrects Performance Selects Technology Reading Listening Problem Solving
D007	Identify various group processes.	1.2 1.3 1.4 2.16 2.26 4.5	Reading Observing Listening Structure and Function of Social System Language Multicultural Sensitivity	C7 F2 F6	Interprets and Communicates Information Writing Speaking

# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
D008	Identify components of group dynamics.	1.2 1.3 1.4 2.16 4.5	Reading Observing Listening Structure and Function of Social System Multicultural Sensitivity	C7 F2 F6	Interprets and Communicates Information Writing Speaking
D009	Apply facilitation skills in a group setting.	4.1 4.2 4.3 4.4 4.5 4.6	Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and responsibilities Multicultural Sensitivity Open mind to alternative perspectives	C7 C9 C12 F5 F6 F8 F9 F13 F15 F16	Interprets and Communicates Information Participates Exercises Leadership Listening Speaking Decision Making Problem Solving Responsibility Social Self-Management
	<b>Demonstrate Problem Solving Techniques.</b>				
E001	Explain the value of applying a problem-solving system.	1.11 1.12	Writing Speaking	C7 C10 C15 F2 F6	Interprets and Communicates Information Teaches Others Understands Systems Writing Speaking
E002	Apply a system of problem solving.	1.1 1.10 5.1 5.2 5.3 5.4 5.5 6.1	Accessing Sources of Information Classifying Critical Thinking Creative Thinking Conceptualizing Decision Making Problem Solving Applying Multiple Perspectives	C7 C9 C12 C16 C20 F2 F6 F9	Interprets and Communicates Information Participates Exercises Leadership Monitors and Corrects Performance Maintains and Troubleshoots Technology Writing Speaking Problem Solving
E003	Identify opportunities for applying problem solving techniques.	1.1 5.2 5.3 5.4 6.1	Accessing Sources of Information Creative Thinking Conceptualizing Decision Making Applying Multiple Perspectives	C7 C15 F2 F6 F9	Interprets and Communicates Information Understands Systems Writing Speaking Problem Solving
	<b>ACADEMIC STANDARDS for 2.0</b>				
	<b>Language Arts</b>				
	Applies the reading process and strategies to directions or tasks that are relatively short, with limited categories of information, directions, concepts and vocabulary (LA 1)	1.2	Reading	F1	Reading
	Demonstrates competence in using various information sources, including knowledge-based and technical texts, to	1.1	Accessing Sources of Information	C5	Acquires and Evaluates Information

# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
	perform specific tasks (LA 2)				
	Demonstrates competence in writing and editing documents, using correct grammar and punctuation (LA 3)	1.11	Writing	F2	Writing
	Demonstrates competence in speaking to provide, distribute, or find information (LA 4)	1.12	Speaking	F6	Speaking
	Demonstrates competence in making oral formal and informal presentations, including selecting and using media (LA 5)	1.12	Speaking	F6	Speaking
	Adapts listening strategies to utilize verbal and nonverbal content of communication (LA 6)	1.9	Mathematical Reasoning	F5	Listening
	<b>Mathematics</b>				
	Adds, subtracts, divides, and multiplies, mixed numbers, fractions, and decimals (MA 1), (MA 2)	2.7 2.8	Number Mathematical Procedures	F3 F4	Arithmetic Mathematics
	Uses a calculator to add, subtract, divide, and multiply whole and mixed numbers, decimals, and calculate square root (MA 3)	2.7 2.8	Number Mathematical Procedures	F3 F4	Arithmetic Mathematics
	Mentally adds, subtracts, divides and multiplies whole numbers (MA 4)	2.7	Number	F3 F4	Arithmetic Mathematics
	Uses a calculator to add, subtract, divide, multiply, and calculate percentages, ratios (MA 5)	2.7 2.8	Number Mathematical Procedures	F3 F4	Arithmetic Mathematics
	Interprets charts, tables, and graphs (MA 174)	2.7 2.8	Number Mathematical Procedures	F3 F4	Arithmetic Mathematics
	<b>Science</b>				
	Uses computers for information processing (SC 499)	1.16	Using Electronic Technology	C8	Uses Computers to Process Information
	Analyzes and evaluates environmental issues (SC 007)	2.1	Nature of Science Activity	C5	Acquires and Evaluates Information
	Analyzes environmental issues from information in the media (SC 010)	2.1	Nature of Science Activity	C5 F5	Acquires and Evaluates Information Listening
	<b>ACADEMIC STANDARDS for 3.0</b>				
	<b>Language Arts</b>				
	Applies the reading process and strategies to direction or tasks that are relatively short, with limited categories of information, directions, concepts and vocabulary (LA 1)	1.2	Reading	F1	Reading
	Demonstrates competence in using various information sources, including knowledge-based and technical texts, to perform specific tasks (LA 2)	1.1	Accessing Sources of Information	C5	Acquires and Evaluates Information
	Demonstrates competence in writing and editing documents, using correct grammar, and punctuation (LA 3)	1.11	Writing	F2	Writing
	Demonstrates competence in speaking to provide, distribute, or find information (LA 4)	1.12	Speaking	C7 F6	Interprets and Communicates Information Speaking

# Consumer Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
	Demonstrate competence in making oral formal and informal presentations, including selecting and using media (LA 5)	1.12	Speaking	C7 F6	Speaking
	Adapts listening strategies to utilize verbal and nonverbal content of communication (LA 6)	1.4	Listening	F5	Listening
	<b>Mathematics</b>				
	Mentally, manually, and by calculator, adds, subtracts, divides, multiplies whole and mixed numbers, fractions, decimals; calculates square root, percentages, and formulas (MA 1), (MA 2), (MA 3), (MA 4), (MA 5)	2.7 2.8	Number	F3 F4	Arithmetic Mathematics
	Understands and applies advanced concepts of probability and statistics (MA 11)	2.13	Data	F3 F4	Arithmetic Mathematics
	Calculates and evaluates basic statistical routines (MA 019)	2.13	Data	F3 F4	Arithmetic Mathematics
	Constructs charts, tables, and graphs (MA 097)	2.7 2.8	Number	F3 F4	Arithmetic Mathematics
	Interprets charts, tables, and graphs (MA 174)	2.7 2.8	Number Mathematical Procedures	F3 F4	Arithmetic Mathematics
	Solves problems and generates conclusions using deductive reasoning (MA 229)	5.1	Critical Thinking	F3 F4 F12	Arithmetic Mathematics Reasoning
	Understands sampling theory, probability theory, and error of measure (MA 257), MA 258), (MA 259)	2.13	Data	F3 F4	Arithmetic Mathematics
	<b>Science</b>				
	Uses computers for information (SC 499)	1.16	Using Electronic Technology	C8	Uses Computers to Process Information
	Applies and uses maps, charts, tables and graphs to complete tasks (SC 042)	2.7 2.8	Number Mathematical Procedures	C5 F3 F4	Acquires and Evaluates Information Arithmetic Mathematics
	Applies and uses scientific methods to solve problems (SC 044)	2.1	Nature of Science	C5 C15	Acquires and Evaluates Information Understands Systems
	Identifies operational definitions (SC 467)	1.11 1.12	Writing Speaking	C7 F1	Interprets and Communicates Information Reading